

## ANNEXURE B: EVALUATION CRITERIA

### 1.1 Mandatory Requirements

At this phase bidders must submit the required supporting documents to substantiate compliance to the two (2) requirements below. It must be noted that if the bidder does not meet any of the requirements, the bidder will be disqualified and not be evaluated further.

No.1	Mandatory requirement	Comply	Not Comply
	The bidder must be Electrical Conformance Board (ECB) certified.		
	Bidder must submit ECB Certificate as proof of compliance		
	Substantiate / Comments		
No. 2	Mandatory requirement	Comply	Not Comply
	Bidder's Technician must be certified for Air Conditioning & Refrigeration.		
	Bidder must submit Certificate as proof of compliance		
	Substantiate / Comments		

## 1.2 Technical Evaluation Criteria

Bidders will be evaluated according to the below technical evaluation criteria. Minimum Technical Threshold is **70%**. It must be noted that if the Bidder does not meet the **70%** minimum threshold, the bidder will be disqualified and not be evaluated further.

### 1. EXPERIENCE OF THE BIDDING COMPANY

The company must provide reference letters demonstrating that they have experience in servicing server room environment and monitoring equipment.

The reference letters must be signed by the client be on the client's letterhead and details of past services must also include the company name, contact person, contactable details and it should indicate when the services were performed.

Evaluation Criteria	Document as Evidence	Score	Weighting %
5 Reference letters and more	Reference letters	5	<b>30%</b>
4 Reference letters		4	
3 Reference letters		3	
2 Reference letters		2	
1 Reference letter		1	
No Reference letter provided		0	

### 2. EXPERIENCE OF THE MAINTENANCE TEAM (NAMELY UPS ENGINEER

/ELECTRICIAN, HVAC TECHNIAN, FIRE SUPPRESSION RESOURCE AND SERVER ROOM MONITORING ENVIRONMENTALS TECHNICIAN

Bidder's technician must have a minimum of 3 years' experience in relation to the required services.

Bidder must provide a copy of a detailed C.V for all of the following technicians allocated to CEF:

- UPS ENGINEER/ELECTRICIAN**
- HVAC TECHNICIAN**
- FIRE SUPPRESION RESOURCE**
- MONITORING SYSTEM TECHINICIAN**

Evaluation Criteria	Document as Evidence	Score	Weighting %
Bidders' resources all have a with minimum of 3 years' experience.	Detailed CV of the All technicians.	5	<b>35%</b>
CV that does not meet the requirement		0	

### **3. SERVICE LEVEL AGREEMENT**

All service providers must provide a draft copy of the Service Level Agreement (SLA) in their response. The draft Service Level Agreement (SLA) must indicate in hours the time it will take to resolve each of the following incidents.

Evaluation Criteria	Document as Evidence ➤	Weighting %
<b>2.2.4.1 High Priority Incidents (Level 1)</b>		
<b>Turnaround time for restoring the services (UPS, Air condition and server room monitoring) when it is down.</b>	Draft SLA	<b>15%</b>
<b>Resolving High Priority Incidents more than 4 hours</b>	5	
<b>Resolving High Priority Incidents less than 5 hours</b>	4	
<b>Resolving High Priority Incidents less than 6 hours</b>	3	
<b>Resolving High Priority Incidents less than 7 hours</b>	0	

Evaluation Criteria	Document as Evidence	Weighting %
<b>2.2.4.2 Medium Priority Incidents (Level 2)</b>  <b>Turnaround time for restoring critical faults</b>	Draft SLA	<b>10%</b>
<b>Resolving Medium Priority Incidents less than 24 hours (1 day)</b>	5	
<b>Resolving Medium Priority Incidents less than 48 hours (2days)</b>	3	
<b>Resolving Medium Priority Incidents less than 72-96 hours (3-4 days)</b>	1	
<b>Resolving Medium Priority Incidents more than 96 hours (4 days)</b>	0	

Evaluation Criteria	Document as Evidence ➤	Weighting %
<b>2.2.4.3 Low Priority Incidents (Level 3)</b>  <b>Turnaround time for restoring non-critical faults</b>	Draft SLA	<b>10%</b>
<b>Resolving Low Priority Incidents less than 24 hours (1 days)</b>	5	
<b>Resolving Low Priority Incidents in 48 hours (2 days)</b>	3	

<b>Resolving Low Priority Incidents less than 72-96 hours 3-4 days</b>	1	
<b>Resolving Low Priority Incidents more than 120 hours (5 days) or more</b>	0	

### 1.1 PHASE 3: COMMERCIAL EVALUATION

CEF (SOC) Ltd will utilise the following formula in its evaluation of Price offers:

[Weighted score 80 points]

$$PS = 80 \left( 1 - \frac{Pt - Pmin}{Pmin} \right)$$

Where:

Ps = Score for the Tender under consideration

Pt = Price of Tender under consideration

Pmin = Price of lowest acceptable Tender

Preference points/specific goals criteria

[Weighted score 20 points]

Specific goals / Preference Points Claim

<b>Evaluation Criteria</b>	<b>Final Weighted Scores</b>
Price	80
Specific goals	20
<b>TOTAL SCORE:</b>	<b>100</b>

A maximum of 20 points will be awarded to a tenderer for specific goals specified for the tender/RFQ as follows:

Specific goals	Points
Historically disadvantaged individual (HDI)	
Enterprises with ownership of 51% or more by person/s who are black	10
Enterprises with ownership of 51% or more by person/s who are women	5
Enterprises with ownership of 51% or more by person/s who are youth	3
Enterprise with ownership of 10% or more by person/s with disability	2
Total	20

- Tenders must submit their B\_BBEE certificate issued by an authorized body or person or a B-BBEE sworn affidavit to claim preference points.
- The points scored for the specific goal must be added to the points scored for price and the total must be rounded off to the nearest two decimal places.
- The contract must be awarded to the tenderer scoring the highest points.
- If two or more tenders score an equal total number of points, the contract must be awarded to the tenderer that scored the highest points for specific goals, and if two or more tenderers score equal total points in all respects, the award must be decided by the drawing of lots.